

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager I (Supervisory)	DISTRICT/DIVISION/OFFICE D6 Administration – Business Management	
WORKING TITLE Chief, Operations Support Services	POSITION NUMBER 906-001-4800-006	EFFECTIVE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT

Under the general direction of the Branch Chief of Business Management, and the Staff Services Manager II, the incumbent is responsible for managing, directing, and overseeing the preparation of the division business operations.

TYPICAL DUTIES

Percentage	Job Description
25% (E)	Manages the daily activities of the District's two mailrooms, located at the District Office and Manchester office locations. Supports staff responsible for providing mail in a timely and efficient manner. Guides staff with processing, sorting, tracking, delivering, and retrieving mail. Works closely with outside courier services (Fed-Ex, UPS, Express Mail) to ensure delivery contracts are not compromised. Manages the District's Records Retention Officer who maintains the Records Management Program, by maintaining a records retention schedule, and coordinates with the Headquarters' Statewide Records Coordinator.
25% (E)	Manages District automotive pool employees, ensuring District and Central Region staff's transportation needs are met through a well-managed automotive pool program. Directs the District's Vehicle Allocation Methodology (VAM) coordinator regarding vehicle retention and elimination. Ensures vehicle repairs are made, and guarantees the District Automotive Pool reservation system is functional, efficient and records are well maintained. Manages and directs staff responsible for the District's Voyager Report which tracks the usage of Voyager Credit Cards and helping the District maintain a high level of integrity relative to its charging practices. Manages the District's Vehicle Home Storage Permit (VHSP) Coordinator who is responsible for implementing and enforcing the Department's VHSP policies and procedures.
25% (E)	Manages the daily activities of District's Reprographics office, ensuring staff organizes print job workload, delivery is accurate and timely, and tracking and charging practices are implemented and enforced. Supports staff responsible for utilizing and maintaining the District's large selection of reproduction equipment and a variety of software applications. Directs staff responsible for making decisions concerning the graphics applications and various software utilities to optimize efficient use of time and equipment.

- 20% (E) Manages District6/Central Region Training, ensuring the administering, organizing, and the conducting of assessments for appropriate and needed training for the Divisions. Supports staff responsible for utilizing all the training resources available to successfully train employees. Works with the capital budget liaison to ensure all Central Region and District employees receive the appropriate training.
- 5% (M) Incumbent will be responsible for all Office of Business Management special projects and assignments, which may include preparing specialized reports. May represent the Department to various local political agencies, city and state agencies, as well as Headquarters programs, Department of General Services, and Department of Finance.

SUPERVISION EXERCISED OVER OTHERS

Directly supervises Technical and Administrative Staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Must have knowledge of requirements and responsibilities of supervision, including the ability to lead effectively, communicate clearly, motivate and encourage staff, empathize with employees, organize and direct work and take appropriate corrective or disciplinary actions when necessary. Must be familiar with all of the work responsibilities assigned to the units under his/her direction and able to set goals, analyze and recommend work product improvements. Must effectively contribute to the Department's Equal Employment Opportunity goals and objectives.

Must have knowledge of the Department's Vehicle Home Storage Permit program, Division of Equipment's Fleet Services reporting and requirements pertaining to auto pool vehicles.

Must be familiar with the roles and responsibilities of all the staff under his/her supervision and must be able to advise and assist them with the most difficult workload issues.

Must be able to communicate effectively, both orally and in writing, reason logically, take appropriate action, enlist resources to assist in problem solving, demonstrate a high level of administrative competence.

CONSEQUENCE OF ERROR/ RESPONSIBILITY FOR DECISIONS

Errors in judgment could cause loss of needed resources and limit the effectiveness and credibility of the District. Delays in contract or procurement processes could lead to imposed penalties and mandated monitoring of existing projects by governmental agencies. Errors in judgment may result in negative perception of our Department by the public.

PUBLIC AND INTERNAL CONTACTS

Incumbent independently consults with and advises employees, colleagues, business owners and representatives, the public and departmental partners. Incumbent must possess tact, good judgment, excellent communication skills and be able to handle difficult situations with competence and integrity.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Must possess the ability to work independently, effectively, and efficiently to initiate and coordinate

multiple assignments and tasks. Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative relationships; ability to focus for long periods of time. Must have the ability to adapt to changes in priorities and complete tasks or projects with short notice. Must be able to organize and prioritize a variety of documents.

WORK ENVIRONMENT

Employee will primarily work in a climate-controlled office under artificial lighting. Employee may also be required to travel and work outdoors and may be exposed to dirt, noise, uneven surfaces, extreme heat or cold.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE NAME

EMPLOYEE SIGNATURE DATE

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

SUPERVISOR NAME

SUPERVISOR SIGNATURE DATE